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#### **B.1 PERIOD OF PERFORMANCE**

The period of performance is from September 01, 2021 through June 30, 2022.

#### **B.2 IDENTIFICATION OF GOVERNMENT OFFICIALS**

The Government Officials assigned to this contract are as follows:

Contracting Officer: Name: Nilesh Nayak

E-mail: nilesh.nayak@fema.dhs.gov Office Number: (202)705-8941

Contract Specialist:

Name: Lassey Wilson-Bahun

E-mail: Lassey. Wilsonbahun@fema.dhs.gov

Office Number: (202)716-2916

Contracting Officer's Representative:

Name: Mark Myers

E-mail: <u>mark.myers@fema.dhs.gov</u> Office Number: (202)341-7925

#### **B.3 BILLING INSTRUCTIONS (JUN 2014)**

Contractors will use Standard Form 1034 (Public Voucher for Purchases and Services Other Than Personal) located at http://www.gsa.gov/portal/forms/type/SF when submitting a payment request. A payment request means any invoice or request for contract financing payment requesting reimbursement for supplies or services rendered. The Contractor can submit weekly invoice payments.

Contractors must submit vouchers electronically in pdf format to the FEMA Finance Center at FEMA-Finance-Vendor-Payments@fema.dhs.gov. A copy of the voucher must be submitted electronically to the contracting officer identified within this contract. The submission of vouchers electronically will reduce correspondence and other causes for delay to a minimum and will facilitate prompt payment to the Contractor. Paper vouchers mailed to the finance center will not be processed for payment. If the Contractor is unable to submit a payment request in electronic form, the contractor shall submit the payment request using a method mutually agreed to by the Contractor, the Contracting Officer, and the payment office.

## **B.4 DEFECTIVE OR IMPROPER INVOICES (JUN 2014)**

Na	me, title, phone number, and email of officials of the business conce	n who are to	be notified	i whe
the (	Sovernment receives an improper invoice.			
				_

#### **B.5 INVOICE APPROVAL (JUN 2014)**

The following FEMA individual (in addition to the Contracting Officer) is hereby delegated authority to accept goods and services, and to review and approve invoices for this contract:

Authorized Invoice Approver

Name: Mark Myers Phone: (202)341-7925

Email: mark.myers@fema.dhs.gov

## **B.6 INVOICE INSTRUCTIONS (JUN 2014)**

Invoices shall be submitted as follows:

Contractors will use Standard Form 1034 (Public Voucher for Purchases and Services Other Than Personal) and SF 1035 Continuation sheet when requesting payment for supplies or services rendered. The voucher must provide a description of the supplies or services, by line item (if applicable), quantity, unit price, and total amount. The item description, unit of measure, and unit price must match those specified in the contract. Invoices that do not match the line item pricing in the contract will be considered improper and will be returned to the Contractor.

SF 1034 and 1035 instructions:

SF 1034--Fixed Price

The information which a contractor is required to submit in its Standard Form 1034 is set forth as follows:

- (1) U.S. Department, Bureau, or establishment and location insert the names and address of the servicing finance office unless the contract specifically provides otherwise.
  - (2) Date Voucher Prepared insert date on which the public voucher is prepared and submitted.
- (3) Contract/Delivery Order Number and Date insert the number and date of the contract and delivery order, if applicable, under which reimbursement is claimed.
  - (4) Requisition Number and Date leave blank.
- (5) Voucher Number insert the appropriate serial number of the voucher. A separate series of consecutive numbers, beginning with Number 1, shall be used by the contractor for each new contract. When an original voucher was submitted, but not paid in full because of suspended costs, resubmission vouchers should be submitted in a separate invoice showing the original voucher number and designated with the letter "R" as the last character of the number. If there is more than one resubmission, use the appropriate suffix (R2, R3, etc.) The last voucher of every contract or task order should be marked with the next sequential number, with the words "FINAL" (e.g. Invoice No. 1234-FINAL).
  - (6) Schedule Number; Paid By; Date Invoice Received leave blank.
  - (7) Discount Terms enter terms of discount, if applicable.

- (8) Payee's Account Number this space may be used by the contractor to record the account or job number(s) assigned to the contract or may be left blank.
- (9) Payee's Name and Address show the name of the contractor exactly as it appears in the contract and its correct address, except when an assignment has been made by the contractor, or the right to receive payment has been restricted, as in the case of

an advance account. When the right to receive payment is restricted, the type of information to be shown in this space shall be furnished by the Contracting Officer.

- (10) Shipped From; To; Weight Government B/L Number insert for supply contracts.
- (11) Date of Delivery or Service show the month, day and year, beginning and ending dates of supplies or services delivered.
- (12) Articles and Services insert the following: "For detail, see Standard Form 1035 total amount claimed transferred from Page\_\_\_\_\_ of Standard Form 1035." Type the following certification, signed by an authorized official, on the face of the Standard Form 1034.

appropriate purposes and in accordance with the agreements set forth in the contract."  (Name of Official) (Title)	
(Name of Official)	(Title)

(13) Quantity; Unit Price - insert for supply contracts.

"I certify that all payments requested are for

(14) Amount - insert the amount claimed for the period indicated in (11) above. This amount should be transferred from the total per the SF 1035 Continuation Sheet.

#### **INVOICE PREPARATION INSTRUCTIONS SF 1035**

The SF 1035 will be used to identify the specific item description, quantities, unit of measure, and prices for each category of deliverable item or service. Suitable self-designed forms may be submitted instead of the SF 1035 as long as they contain the information required.

The information which a contractor is required to submit in its Standard Form 1035 is set forth as follows:

U.S. Department, Bureau, or Establishment - insert the name and address of the servicing finance office.

Voucher Number - insert the voucher number as shown on the Standard Form 1034.

Schedule Number - leave blank.

Sheet Number - insert the sheet number if more than one sheet is used in numerical sequence. Use as many sheets as necessary to show the information required.

Number and Date of Order - insert payee's name and address as in the Standard Form 1034. Articles or Services - insert the contract number as in the Standard Form 1034.

Amount - insert the total quantities contract value, and amount and type of fee payable (as applicable).

A summary of claimed current and cumulative goods and services delivered and accepted to date. - Invoices shall include an itemization of all goods and services delivered and accepted for the period by item and by CLIN. Each invoice shall include sufficient detail to identify goods and services as compared to and in accordance with contract terms and conditions. Invoices that do not match the line item pricing in the contract will be considered improper and returned to the contractor. In addition, each invoice shall detail the total charges by showing current and cumulative goods and services both currently invoiced and cumulative to date.



## **Statement Of Work (SOW):**

# Voluntary Agency Coordination in Disasters

## **Emergency Management Institute**

## Resilience/National Preparedness Directorate/National Training and Education Division

#### 1. GENERAL

#### 1.1 Purpose

This Statement of Work (SOW) is for the development of Voluntary Agency Coordinating in Disasters training course, to include updating the course format to the latest approved Emergency Management Institude (EMI) course templates.

This course will be delivered in classroom as a resident/off-site resident Instructor-led course

This project is for the development of these courses only and does not include any additional sustainment of the course materials after this project is completed.

Note: The curriculum materials for these courses are not listed in the FEMA Technical Reference Model (TRM).

#### 1.2 Course Information

Course Rationale and Goal

This 28-hour Instructor-Led course will cover the capabilities of voluntary organizations and the roles of officials assigned to support voluntary coordination efforts. Class materials will look at efforts to align government and non-governmental lines of service delivery to improve unity of effort and limit duplication of benefits.

The goal of this course is to familiarize students with the roles and resources of voluntary organizations and pre-existing coordination structures of Voluntary Organizations Active in Disaster (VOADs) and Long-Term Recovery Groups (LTRGs). Students will learn how these efforts can build upon other governmental resources to more effectively support individual and community disaster recovery efforts.

## 1.3 Course Objectives

Upon completion of the training, participants should be able to accomplish the following:

- a) Explain the coordination efforts of voluntary organizations engaged in serving disaster impacted communities.
- b) Describe the different forms of disaster assistance and how they can be applied to help survivors recover from disasters.
- c) Identify disaster caused unmet needs and develop plans to address those needs.
- d) Influence the management of unaffiliated volunteers and unsolicited donations.

e) Assist survivor assistance referrals while complying with the requirements of the Privacy Act.

## 1.4 Target Audience

The target audience is the State, Local, Tribal and Territorial Voluntary Agency Liaisons.

- 1.5 Government-Furnished Materials (GFM) and Applicable Documents
  - a) Stafford Act (including all authorizing amendments).
  - b) Privacy Act
  - c) Americans with Disabilities Act
  - d) National Response Framework
  - e) National Disaster Recovery Framework
  - f) E/L 495 Introduction to VAL Course Materials
  - g) E/L 287 VAL Functions and Methods Course Materials
  - h) State Emergency Plans (Select plans will be provided.)
  - i) National VOAD Points of Consensus
  - j) National VOAD Committee Guidance Documents
  - k) Core Capabilities Course Map Template

#### 2. TASK

The contractor shall accomplish the following tasks:

## 2.1 Project Kick-Off Meeting

The Contractor's Project Manager (PM) and Instructional Designer shall meet with the COR within 7 Calendar Days after Award (CDAA) of the task order. The meeting will be three hours or less. The contractor shall take minutes and prepare a written report on the results of the meeting and submit to the COR within 10 CDAA. The COR shall provide the contractor with GFM or provide access to these materials. The materials shall be reviewed and discussed during the meeting.

## 2.2 Project Management/Work Plan

The contractor shall develop a Project Management/Work Plan and submit to the COR for review/approval within 14 CDAA. The Project Management/Work Plan shall include regular reporting of the status of the project, time for the government to review and approve deliverables, and time for the contractor to revise deliverables based on the government review.

The contractor shall revise the Project Management/Work Plan in accordance with review recommendations from the COR and submit a new plan to the COR.

#### 2.3 Written Report of Government Furnished Materials

The contractor shall review and report on the government furnished materials within 14 CDAA. This report should include a summary of additional information the contractor believes may be required for the revision efforts.

2.4	Conduct	Focus	Group	$(\mathbf{s})$

The contractor shall conduct a course development focus group as directed by the COR of the breadth and scope indicated below within 30 CDAA. The venue for the focus group will either be EMI or completed virtually. The contractor shall then prepare a written report and submit the report to the COR:

No focus group required.
☐ Small focus group required (3-5 individuals, 1-2 days).
⊠ Full focus group required (8 SMEs provided by FEMA Voluntary Agency Liaison
Program Office and partnering agencies. Focus group will be 4 days).

- 2.5 Use of National Training and Education Division (NTED) Learning Content Management System (LCMS).
  - a) All course development and revision production accomplished for EMI will be conducted within the NTED LCMS. The NTED LCMS is a web-accessible application that is used to manage EMI curriculum. EMI will provide access to the NTED LCMS and help desk support for LCMS users.
  - b) To accomplish the tasks outlined in this contract, FEMA will provide the contractor with access to the Learning Content Management System, which collects PII (name and email address of developers that will use the system). This system has an adjudicated PTA, as well as PIA and SORN coverage. The contractor will not have any access to PII data while working within the system.
- 2.6 Develop Plan of Instruction (POI)

The contractor shall develop a POI in the LCMS for the course within 60 CDAA.

2.7 Develop Course Visuals

The contractor shall develop course Visuals in the LCMS for review and approval by COR within 180 CDAA.

2.8 Develop Instructor Guide (IG)

The contractor shall develop an IG in the LCMS and submit to COR for review and approval within 180 CDAA.

2.9 Develop Student Manual (SM)

The contractor shall develop a SM within the LCMS and submit to COR for review and approval within 180 CDAA.

2.10 Core Capabilities Course Map

The contractor shall develop the Core Capabilities Course Map for the course for review and approval by COR within 180 CDAA. The course Core Capabilities Course Map shall be formatted in accordance with the EMI Core Capabilities Course Map template provided as specified at http://training.fema.gov/DevRes/. The course Core Capabilities Course Map shall be reviewed by the COR who will provide any comments requiring additional changes.

- 2.11 Pre- and Post-Course Assessments
  - I) The contractor shall revise pre- and post-course assessments. The pre- and post-course assessments shall be submitted to the COR for review and approval within 180 CDAA.

II) The contractor shall develop post-course assessments for all courses. Courses consisting of 12 or more contact hours (which equates to roughly two-full days of classroom instruction) also require a pre-course assessment. Online courses do not require pre-course assessments. The pre-and post-course assessments shall follow the requirements outlined below in either Section A Knowledge Examination and/or Section B Skills Assessment.

## A. Knowledge Examinations

- 1. The contractor shall develop a test bank of questions for the course that support assessment of mastery of course objectives. Minimum passing grade for a knowledge examination is 75%.
  - a. The test bank shall have a minimum of 10 test items (questions).
  - b. The test bank shall contain at least four test items per enabling objective.
  - c. True/False and Yes/No test items shall not be used.
  - d. Following distractors shall not be used in Multiple Choice test items:
    - i. "All of the Above"
    - ii. "None of the Above"
- 2. The contractor shall develop a pre- and post-course knowledge assessment for the course utilizing the test items contained in the test bank. These assessments will use at least two test items per enabling objective.
- 3. The Pre- and Post-Course Assessments shall be contained in the IG.
- 4. Pre- and Post-Course Assessments shall have an answer key contained in the IG.
- B. Skill Assessments
- 1. Each Student Activity within the course will be graded to assess the student's mastery of skills in accordance with the course enabling objectives. Minimum passing grade for a skill assessment is 75%.
- 2. Shall, at minimum, assess all steps of the skill/task to be gained as a result of training.
- 3. Shall utilize an objective evaluation guide, or rubric, to evaluate student mastery of the skill. An example rubric can be provided by the COR.
- 4. The Skill Assessment shall be contained in the IG.
- 5. The Skill Assessment shall have an objective evaluation guide or rubric contained in the IG.

#### 2.12 Pilot Test of Course

- A. The pilot shall consist of the appropriate class size and target audience participants, identified and managed by EMI and the NETC Admissions System as indicated in the POI within 235 CDAA.
- B. The pilot of this course will be held at the Emergency Management Institute (EMI), Emmitsburg, MD.
- C. All course materials will be reviewed by the COR prior to the pilot to ensure compliance with accessibility requirement of Section 508 of the Rehabilitation Act of 1973 (as amended).

- 1. Any noncompliant issues shall be resolved by the contractor prior to the delivery of the pilot.
- D. Instructors for delivering the pilot shall be provided by:

1. The Contractor, number of instruc	tors:
2. The COR, number of instructors:	3

- E. The contractor shall provide all printed materials for the pilot (IG, SM, Handouts, etc.).
- F. The contractor shall produce a report indicating changes necessary to the course within 7 calendar days after completion of the pilot.
- G. The contractor shall make changes to the course materials as directed by the COR within 14 calendar days after completion of the pilot.

## 2.13 Delivery of Final Course Materials

- I. The contractor shall submit final revised course materials in the LCMS to the COR within 270 CDAA. Final revised course materials shall include changes as directed by the COR.
  - A. The contractor shall deliver the final, updated course content in the LCMS, with designated output to the POI, IG, SM, Visuals, and online course files. The contractor shall revise course material as specified by the COR and submit within 270 CDAA.
  - B. The contractor shall provide all required compliance letters, student assessments, test bank and Core Capabilities Course Map to the COR in prescribed electronic formats within 270 CDAA.
  - C. Accessibility Compliance
  - 1. Prior to acceptance of all items that contain Information and Communications Technology (ICT Items) that are developed, modified, or configured subject to this contract, the government reserves the right to require the contractor to provide the following:
    - a. Accessibility test results based on the required test methods.
    - b. Documentation of features provided to help achieve accessibility and usability for people with disabilities.
    - c. Documentation of core functions that cannot be accessed by persons with disabilities.
    - d. Documentation on how to configure and install the ICT Item to support accessibility.
    - e. Demonstration of the ICT Item's conformance to the applicable Section 508 Standards, (including the ability of the ICT Item to create electronic content where applicable).
  - 2. Prior to acceptance, the government reserves the right to perform testing on required ICT items to validate the contractor's Section 508 conformance claims. If the government determines that Section 508 conformance claims provided by the contractor represent a higher level of conformance than what is actually provided to the agency, the government shall, at its option, require the contractor to remediate the item to align with the contractor's original Section 508 conformance claims prior to acceptance.

#### 2.14 Statement of Work Standards

The contractor shall meet all standards provided in this contract, as well as:

#### A. General

- 1. The Contractor shall ensure all course material deliverables are free of spelling and grammatical errors prior to submission.
- 2. The Contractor shall ensure editorial integrity of all course materials so that the course represents a unified flow of information in terms of formatting, use of active voice, and reduction of noticeable differences in style between individual curriculum developers or SMEs.

## B. Instructional Design

- 1. The contractor shall ensure that the course content directly supports the course terminal and enabling learning objectives.
  - a. Course content shall be developed at the appropriate cognitive, psychomotor, and affective levels and difficulty as indicated by the terminal and enabling learning objectives.
  - b. Course content shall focus on application of knowledge and performance of skills in various situations that reflect the specified work environment of the target audience, to the degree possible in the learning environment. The course content shall promote instructor to student, student to student, and student to content interaction.
  - c. Student assessment tools such as knowledge examinations, quizzes, and performance assessments shall align with the course learning objectives and to the appropriate cognitive, psychomotor, and affective difficulty levels.

## C. Copyright Requirements

- 1. Data Rights. Federal Acquisition Regulation (FAR) 48 CFR §52.227-17 (Special works) applies to this contract. Contractors must request written permission from the FEMA Contracting Officer for any assertion of copyright and before any use of the data first produced in the performance of the contract.
- 2. Use of Third-Party materials. Per FAR 48 CFR §52.227-17, the contractor will obtain written permission from the Contracting Officer or a license that allows government use of the third-party materials to the same extent of the new materials developed under the contract. This written consent or license will be provided as part of the course documentation and listed in the Copyright Compliance Letter.

## D. Trademark Requirements

1. Any terms, logos, characters, and other identities of FEMA and/or created under this contract/task order are the intellectual property of FEMA. FEMA intends to file for registration of trademark(s) with the U.S. Patent and Trademark Office using those and any other identities. No registration or assertion of any trademark interest in any product or service first produced under this contract is available without the prior written approval of the FEMA Contracting Officer.

#### E. Accessibility Requirements

1. Section 508 of the Rehabilitation Act, as amended by the Workforce Investment Act of 1998 (P.L. 105-220) requires that when Federal agencies develop, procure,

- maintain, or use information and communications technology (ICT), it shall be accessible to people with disabilities. Federal employees and members of the public who have disabilities must have access to and use of information and data that is comparable to Federal employees and members of the public without disabilities.
- 2. Products, platforms and services delivered as part of this work statement that are by definition as ICT or contain ICT shall conform to the Revised 508 Standards, which are located at 36 C.F.R. § 1194.1 & Apps. A, C & D, and available at <a href="https://www.gpo.gov/fdsys/pkg/CFR-2017-title36-vol3/pdf/CFR-2017-title36-vol3-part1194.pdf">https://www.gpo.gov/fdsys/pkg/CFR-2017-title36-vol3/pdf/CFR-2017-title36-vol3-part1194.pdf</a>
  - a. Applicable requirements for electronic content features and components: All Level AA Success Criteria Apply
  - b. Applicable support services and documentation: All requirements apply
- 3. When developing or modifying ICT Items for the government, the contractor shall ensure the ICT fully conforms to the applicable Section 508 Standards. When modifying commercially available or government-owned ICT item, the contractor shall not reduce the original ICT Item's level of Section 508 conformance.
- 4. When developing or modifying ICT Items that are delivered in an electronic Microsoft Office or Adobe PDF format, the contractor shall demonstrate conformance by providing 508 test results based on the Accessible Electronic Documents Community of Practice (AED COP) Harmonized Testing Guidance at https://www.dhs.gov/compliance-test-processes.
- 5. When developing or modifying software that generates electronic content (example: an authoring tool that is used to create html pages, reports, surveys, charts, dashboards, etc.), the contractor shall ensure software can be used to create electronic content that conforms to the Section 508 standards.
- 6. Contractor personnel shall possess the knowledge, skills and abilities necessary to address the applicable revised Section 508 Standards for each ICT item.

#### F. Technology Requirements

1. The services sought under this solicitation are critical to the mission of the Department of Homeland Security. The curriculum and courses developed during the period of performance of this contract must (1) be transparent in design and practice to Government oversight personnel; (2) be capable of being seamlessly handed over to a successor contractor skilled in the art of computer programming, maintenance, and upgrading, including documentation and licensing of any third party software components or modules; and (3) assure that the ability of the system is contemporaneously archived to assure stability and the ability to survive outages.

## G. Post-Contract Actions

1. Per FAR 48 CFR §52.227-16 the Government reserves the right to request copies of data and deliverables developed under this contract/ task order after the contract is closed.

#### 3: PERIOD OF PERFORMANCE

The Period of Performance for this project is 9 months (273 days)

#### 4: TRAVEL

The contractor shall be required to travel within and outside the local area to support the task requirements. The number of contractor personnel authorized to travel outside the local area will be determined by mutual agreement. Travel costs shall be reimbursed at cost, not to exceed the then current rates specified in the Federal travel Regulation (FTR). The contractor shall adhere to the following travel regulations (see FAR 31.205-46): (1) Federal Travel Regulations (FTR) - prescribed by the General Services Administration, for travel in the contiguous United States.

## 5: PLACE OF PERFORMANCE

Work supporting this project will take place in the contractor's facilities.

## 6: KEY PERSONEL

Key Positions	Description	Qualifications	Education Equivalency
Project Manager	Serve as the Contractor's point of contact for the Contracting Officer Representative (COR)  Manages, creates and executes project work plans and revises as appropriate to meet changing needs and requirements  Identifies resources needed and assigns individual responsibilities  Manages day-to-day operational aspects of project and scope  Manages and enforces project standards and reviews deliverables prepared by team before passing to client  Prepares quality assurance procedures; minimizes exposure and risk on project; ensures project documents are complete, current, and stored appropriately.  Responsible for meeting all technical, financial, and contractual requirements in the statement of work  Ensures that management processes and business systems facilitate meeting performance requirements  Is authorized to act on all matters relating to the daily operation of the SOW	Skills: Has the communication skills to effectively interface with senior government officials, managers, and subordinates  Experience: 5 years of management experience, supervisory experience	Education: Bachelor's degree or equivalent experience in a related field with PMP certification

Instructional Designer	Conducts training analysis  Designs and develops training curricula  Measures and evaluates effectiveness of training  Works with a design team to perform analysis, design and development for instructional and/or performance support solutions  Demonstrates and utilizes effective needs analysis, project management, course development, and evaluation skills  Working knowledge of the instructional design process  Develops and documents instructor-led, classroom, and technology delivered curriculum and/or performance support solutions  Liaises with Research & Development and Instructional Design to determine the needs of the course and appropriate method of delivery	Skills: Possesses excellent writing skills; ability to work effectively with subject matter experts to conduct research and resolve issues; utilizes multimedia technology and authoring tools  Experience: 6 years of related experience	Education: Bachelor's Degree or equivalent experience in related field
Quality Manager	Sets quality assurance compliance objectives to achieve targets  Ensures product compliance with international and national legislation and standards  Defines quality measures in conjunction with working staff  Maintains and sets up documentation and control procedures  Conducts formal and informal reviews at predetermined points throughout the development cycle	Skill: Possesses excellent organizational and communication skills; understanding of project management  Experience: 5 years of related experience	Education: Bachelor's Degree or equivalent experience in related field
Subject Matter Expert	Provides unique and specialized expertise on a specific business, technical or management subject  Provides functional expertise related to the design, development and implementation of course and course materials  Reviews materials, policies and quality to ensure products properly meet the functional needs of the target audience  Provides content and facilitates development and design of product	Skill: Strong writing and communications skills and the ability to interface with senior and executive management  Experience: 5 years of documented experience in the subject area. Successfully served at least 5 years as either a FEMA or State Voluntary Agency Liaison (VAL) or a representative from a Voluntary Organization Active in Disaster (VOAD) member organization.	Education: Bachelor's Degree or equivalent experience in related field.

The Contracting Officer's Representative (COR), number of SMEs: \_8\_: the COR, will ensure that there are 8 Subject Matter Experts (SMEs) to participate in the Focus Group and provide feedback. These 8 SMEs may be from FEMA or another organization

#### Contractor SME Criteria

Government provided Subject Matter Experts (SMEs) for the revision of the curriculum materials will consist of FEMA employees from the Voluntary Agency Liaison program office, State Voluntary Agency Liaisons and National Voluntary Organizations Active in Disaster (NVOAD). The COR will manage identification of SMEs for this project.

#### References

FEMA Internet Publications Standards v.9 2005

#### 7. DELIVABLES SCHEDULE

Deliverable	Deliverable Description	Deliverable Date
Number		CDAA/Actual Date
3.1	Kick-off meeting and written report	7 CDAA
3.1	Written Report of Results from Kick-Off meeting	10 CDAA
3.2	Project Management/Work Plan	14 CDAA
3.3	Written report of GFM	14 CDAA
3.4	Conduct focus group meeting	30 CDAA
3.6	Draft Plan of Instruction in LCMS	60 CDAA
3.7	Draft Course Visuals in LCMS	180 CDAA
3.8	Draft Instructor Guide in LCMS	180 CDAA
3.9	Draft Student Manual in LCMS	180 CDAA
3.10	Core Capabilities Course Map	180 CDAA
3.11	Draft pre-and post-assessment	180 CDAA
3.12	Draft curriculum materials for pilot Section 508 review in LCMS	180 CDAA
3.13	Draft curriculum materials for pilot delivery in LCMS	200 CDAA
3.14	Complete pilot tests	235 CDAA
3.15	Final course files, to include Instructor Guide, Student Manual, assessments, Core Capability Course Map, and supporting media files in LCMS.	270 CDAA
3.16	Completed Section 508 Compliance Letter	270 CDAA
3.17	Final Answer Key for pre- and post-assessment	270 CDAA
3.18	Completed Copyright Compliance Report.	270 CDAA

#### **Statement of Work Attachments**

IMPORTANT: In addition to the information contained in the SOW, the following attachments to the SOW also apply to this project:

Appendix A: Section 508 Requirements for Course Materials. This appendix is provided in the base contract for this task order.



Number Organization SOW-A PNP-NPD-NTED-EMI

## **Emergency Management Institute (EMI)**

# Course Development Statement of Work (SOW) Appendix A Section 508 Requirements for Course Materials

## **Foreword**

This document provides guidance and detailed procedures with regard to ensuring course materials developed for EMI are fully compliant with Section 508 of the Rehabilitation Act of 1973 (as amended).

Version 1.5

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#### **CHAPTER 1 - GENERAL**

## 1-1. Purpose

I. This document provides guidance and detailed procedures with regard to ensuring course materials developed for EMI are fully compliant with Section 508 of the Rehabilitation Act of 1973 (as amended ).

## 1-2. Applicability and Scope

I. This document is applicable to all Emergency Management Institute (EMI) classroom and online course development or revision projects and will be provided as an attachment to the SOW for the project. All developers of course materials shall adhere to the requirements as specified in this document.

## 1-3. Supersession

I. Version 1.4 supersedes all previous versions of this document.

## 1-4. Objectives

- I. This document details EMI classroom and online course development and revision requirements for accessibility.
- II. Accessibility Test Scripts referred to in this document used to perform accessibility testing shall be in conjunction with this appendix to ensuring compliance of course materials.
- III. Accessibility Test Scripts are provided on the EMI Developer's Resource Site at http://training.fema.gov/devres/508.aspx.

#### 1-5. References

- I. Section 508 of the Rehabilitation Act of 1973 (as amended)
- II. EMI Curriculum Management System (CMS) Guide

#### 1-6. Definitions

- I. **Artifacts**. An artifact is a part of a PDF document that is not available to assistive technologies.
- II. Captions. Captions are on-screen text descriptions that display a video or audio product's dialogue, identify speakers, and describe other relevant sounds that are otherwise inaccessible to people who are deaf or hard of hearing. Captions are synchronized with the video image or audio play so that viewers have equivalent access to the content that is originally presented in sound, regardless of whether they receive that content via audio or text. Captions are either *open* or *closed*. Open

- captions always are in view and cannot be turned off, whereas closed captions can be turned on and off by the viewer.
- III. Closed Captions. Closed Captions (CC) can be turned on and off by the viewer. See also: Captions.
- IV. **Open Captions.** Open Captions always are in view and cannot be turned off. See also: **Captions**.

## 1-7. Responsibilities

- I. <u>Course Managers and Contracting Officer's Representatives (CORs)</u> are responsible for ensuring that materials developed for courses under their cognizance are fully compliant with accessibility. Course managers are encouraged to provide a copy of this manual and checklists to the developer as guidance in the design and development of EMI courses.
- II. <u>Course Developers</u>, whether EMI staff or contracted curriculum developers, shall utilize the guidance and checklists provided to ensure timely development and delivery of curriculum materials. Use of this guidance will reduce rework required to make course materials Section 508 compliant. The Course Developer will provide a Letter for the course that states course materials developed meet Section 508 Requirements.
- III. <u>EMI Curriculum Standards and Instruction Technology (CSIT) Branch</u> will coordinate the testing of all curriculum materials for courses, including online and classroom materials to ensure accessibility compliance. All materials will be tested to ensure compliance with DHS, FEMA, and EMI requirements, as outlined in this document.
  - A. CSIT Branch staff will provide results of compliance testing to course mangers and CORs in the form of specific accessibility issues that require resolution.
  - B. EMI will retest materials after issues have been resolved.
  - C. CSIT Branch Chief will provide final acceptance of course materials upon documentation of full accessibility compliance.

#### 1-8. Policy

I. Course materials for online and classroom courses shall be submitted in the form of electronic files, which will constitute the master copies of the curriculum. Before a

new course is accepted into the EMI course catalog, each curriculum file must be evaluated for Section 508 compliance.

- A. The accessibility test scripts provided at <a href="http://training.fema.gov/devres/508.aspx">http://training.fema.gov/devres/508.aspx</a> shall be used to perform compliance testing.
- B. Courses must be 100% compliant, prior to acceptance into the EMI catalog.
- II. Developers shall provide a Letter of Section 508 Compliance for each course developed. See Chapter 3 for format of the letter.
- III. The designated file formats for EMI curriculum is MS Office 2010 Word and PowerPoint.
  - A. Developers shall ensure any electronic files delivered are backwards compatible with Office 2000.
  - B. PowerPoint presentations and Word documents will not be converted into PDF format; instead, these deliverables will retain their native format.

## **CHAPTER 2 - ACCESSIBILITY COMPLAINCE REQUIREMENTS**

## 2-1. MS Word Accessibility Requirements

I. All MS Word files used in course materials shall be complaint with the AEDCOP Section 508 Conformance Test Process for MS Word available for download at: Emergency Management Institute | 508 and Technical Standards (fema.gov)

## 2-2. MS PowerPoint Accessibility Requirements

I. All MS PowerPoint files used in course materials shall be complaint with AEDCOP Section 508 Conformance Test Process for MS PowerPoint Presentations available for download at: <a href="mailto:Emergency Management Institute">Emergency Management Institute</a> | 508 and Technical Standards (fema.gov)

## 2-3. PDF Accessibility Requirements

I. All PDF files used in course materials shall be complaint with the AEDCOP Section 508 Conformance Test Process for Adobe Acrobat PDF Documents available for download at: <u>Emergency Management Institute</u> | 508 and <u>Technical Standards</u> (fema.gov)

## 2-4. MS Excel Accessibility Requirements

I. All MS Excel files used in course materials shall be complaint with Creating Accessible MS Excel Documents Using Office available for download at: <u>Emergency</u> <u>Management Institute | 508 and Technical Standards (fema.gov)</u>

## 2-5. Interactive Course Accessibility Requirements

I. All interactive course files used in course materials shall be complaint with the DHS Section 508 Compliance Test Process for Web available for download at: <u>Emergency</u> <u>Management Institute | 508 and Technical Standards (fema.gov)</u>

## 2-6. Video and Audio File Accessibility Requirements

I. All video and audio files used in course materials shall be complaint with the DHS Section 508 Compliance Test Process for Web available for download at: <u>Emergency Management Institute | 508 and Technical Standards (fema.gov)</u>

#### **CHAPTER 3 - SECTION 508 COMPLIANCE LETTER**

## 3-1. Sample letter of Section 508 Compliance

## Sample Letter on Section 508 Compliance

TO: EMI SECTION 508 Coordinator

FROM: Course Manager DATE: Day/Month/Year

RE: Section 508 Compliance-Course Code and Course Title

- 1. USE THIS PARAGRAPH FOR **IS** COURSE MATERIALS- The materials were tested in accordance with the DHS Section 508 Compliance Test Process for Applications.
- 2. USE THIS PARAGRAPH FOR **E/G/K/L/V** COURSE MATERIALS-The materials were tested in accordance with Accessible Electronic Document Community of Practice Test Processes for Word, Excel, PowerPoint, and Adobe PDF, and Emergency Management Institute Requirements. All identified issues were corrected to current standards as they were identified by testers.
- 3. Materials description: "(Insert Course Title)" independent study course.
  - a. Person preparing evaluation:
    - i. Insert Name (Developer, Course Manager, Contractor, etc.)
    - ii. Location
    - iii. Contact Information
- 4. Date(s) evaluated: (Insert Date)

## **Evaluator Signature:**

Name

Date

**Position** 

**Address** 

Phone number

**Email** 

**EMI DHS Trusted Tester Endorsement:** (Signature of Trusted Tester Evaluating Course Materials)

Name

**Date** 

**Position** 

**Address** 

Phone number Email

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